

VOPA Mission Statement

Through zealous and effective advocacy and legal representation to:

- protect and advance legal, human, and civil rights of persons with disabilities;
- combat and prevent abuse, neglect, and discrimination; and
- promote independence, choice, and self-determination by persons with disabilities.

Virginia Office for Protection and Advocacy Contact Information

**1910 Byrd Avenue, Suite 5
Richmond, Virginia 23230
800-552-3962 (Toll-Free in Virginia)
(Voice and TTY)**

804-225-2042 (Voice and TTY)

Fax: 804-662-7057

E-Mail: general.vopa@vopa.virginia.gov

Web: www.vopa.state.va.us

For other disability agencies visit the
Virginia's Disability Services web site at:
www.vadsa.org

All information or service requests will be treated
in a confidential manner.

Applicants for service or employment shall be
afforded equal opportunity without regard to race,
color, religion, political affiliation, national origin,
disability, marital status, gender or age.

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*VOPA publications are available in
alternate format, upon request.*

CAP 03-06

Information on the:

Client Assistance Program (CAP)



VOPA

**Virginia Office for
Protection and Advocacy**

*Virginia's Protection and Advocacy System
Serving Persons with Disabilities*

What Is The Client Assistance Program (CAP)?

CAP helps persons with disabilities who receive services from the Virginia Department of Rehabilitative Services (DRS), the Virginia Department for the Blind and Vision Impaired (DBVI), and Centers for Independent Living (CIL) understand and protect their rights to services. Federal law also protects these rights if the same services are provided by other programs.

What Services Does CAP Cover?

CAP covers those services which help persons with disabilities prepare for, obtain, and keep a job, to begin a career, or live on their own.

Services that assist persons with disabilities to obtain a job are called “vocational rehabilitation” services. These services may include job training and placement services; transportation; education services; counseling and guidance; and technology to assist a person on the job. Employees of DRS and DBVI who help persons with disabilities find the right services are called “vocational rehabilitation counselors.” At CILs, they are called “peer counselors.”

Services which allow a person with a disability to live on their own are called “independent living” services. These services may include learning how to find a place to live; how to find transportation to and from home or a job; how to find recreational activities; how to find persons to help you take care of your daily chores; and how to get training to help you live on your own.

What Are Your Rights?

If you are a client of DRS, DBVI, or a CIL, you have the right to:

- have all needed information considered and assistance provided when applying for services
- apply for services by phone, in writing, or in person
- participate in planning your vocational rehabilitation services
- look at your vocational rehabilitation file
- ask that no one else see your vocational rehabilitation file without your permission
- receive services in places where persons without disabilities live and work
- be told about CAP at any time

What Does CAP Do for You?

Because VOPA (the Virginia Office for Protection and Advocacy) believes that persons with disabilities should have the same opportunities as persons without disabilities, CAP is able to do the following things to help you:

- Explain and answer questions about your rights in the vocational rehabilitation process.
- Help you talk about and work out your concerns with your counselor and services.
- Provide information about other services that you may qualify for.
- Represent you should you need to take legal action against an agency.

What Else Does CAP Do?

CAP trains vocational rehabilitation counselors about how to best serve persons with disabilities. CAP works with Vocational Rehabilitation Agencies and Centers for Independent Living to get the word out about client rights. CAP also tries to reach persons with disabilities who are of different races and cultures. CAP does presentations for groups who want to learn more about the program and other disability laws.